

U.S. General Services Administration (GSA)

PRESIDENTIAL TRANSITION “HOT ISSUES” INFORMATION PAPER

SUBJECT: *Identity Protection Services*

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For additional information see: [GSA FAS Professional Services Dashboard](#)

1. BACKGROUND:

In August 2015, GSA FAS awarded a governmentwide Blanket Purchase Agreements (BPA) to provide agencies with identity theft protection services that resulted in providing three master contracts to provide the federal government with access to a full range of identity protection services to include credit monitoring (including website services and call center services), credit risk assessments, identity monitoring, identity theft insurance and identity restoration. Establishment of this vehicle provided OPM the ability to secure identity protection services needed for the breach occurring in 2015 in addition to providing other agencies who have potentially been affected by independent events.

a. General Background:

- In late 2014, at OMB request, GSA partnered with an interagency working group to develop a competitively awarded governmentwide Blanket Purchase Agreements (BPA) to provide agencies with holistic data breach response and identity theft protection services
- The Department of the Navy's Naval Sea Systems Command (NAVSEA) simultaneously competed and awarded the BPA's first task order providing for identity monitoring data breach response and protection services for individuals impacted by the secondary OPM breach
- BPAs was awarded to contractors with two tiers of experience.
 - Tier 1 – Contractors with Significant Breach Response Experience (benchmark 21.5 million population)
 - Tier 2 – Contractors with Experience in Providing Data Breach Response Services

b. Issues relating to the establishment of the IPS BPA included:

- Established tiers to provide insurance not only for the secondary OPM breach secured by NAVSEA but all future events.
- Ensuring that adequate industry participation would occur
- Requirements were established for a process to review and evaluate System Security Plans including setting up a collaborative evaluation team made up of DHS, GSA and FTC.

2. SCOPE AND EFFECT:

a. Impact on GSA's Customers:

- This BPA allows ordering agencies to obtain any required identity protection services regardless of whether partial (eg. credit monitoring) or complete identity theft services that include credit monitoring, identity monitoring, restoration and insurance.
- Allows for two tiers to cover both small and large breach events.
- Provides the ordering agencies a consistent and detailed contracting vehicle to secure quality Identity protection services.

b. Impact on the Private Sector and State & Local Governments:

- Due to the intricate requirements of elements such as system security plans, call centers, disposition process and restoration it was learned early on that under the Professional Services Schedule, in which this BPA was placed against, there were no firms who could provide the entire scope independently. The three firms who received an award each had established teaming arrangements with other Schedule contract holders.

3. ACTION(S) PLANNED OR REQUIRED:

Due to the everchanging requirements associated with both cyber security and identity theft services, GSA FAS has determined the need to establish a special item number (SIN) that will support identity protection services. By doing so, it will allow the ordering agencies the ability to secure task orders or establish BPAs that meet their specific event. For instance if viewed as minor, an agency may only require credit monitoring as versus an actual known breach where the total solution offered by this SIN would be utilized.

- A SIN is in draft form and in process of internal review. This SIN (520-20) covers the same requirements as those cited within the BPA. Once approved, it will be vetted through customer agencies including the preceding collaborative team used to establish the BPA followed by collaboration with industry. Once complete action will be taken to solicit these services followed by closure of the BPA

4. KEY STAKEHOLDER INTEREST:

Government - Acquisition:

- Program Directors
- Project Managers
- Contracting Personnel (contract specialist and officers)

Government - Executive Level:

- Senior Procurement Executives
- Federal Privacy Council
- GSA, OPM, DHS security teams

Customer Agencies include but are not limited to::

- Army
- Navy
- Air Force
- Dept of State
- Dept of Treasury
- Dept of Justice
- Dept of Transportation
- Dept of Veterans Affairs
- Dept of Homeland Security
- Dept of Education
- Dept of Health and Human Services
- NASA
- USAID
- SBA

Industry and Industry Associations include but are not limited to:

- Existing Schedule contract holders
- Potential industry partners
- Coalition for Government Procurement
- Professional Services Council
- ACt/IAC.

5. FISCAL YEAR 2017/2018 BUDGET IMPACT:

None known at this time